



ORDERWISE[®]

BUSINESS MANAGEMENT SOFTWARE
WEB | STOCK | ORDER | WAREHOUSE | ACCOUNTS

5 Considerations When Selecting a Business Software Partner

Choosing the right partner to help implement and continuously develop the software to manage your business as it grows is a decision that requires careful deliberation.

- Define your requirements
- Make sure your supplier understands your business
- Research your supplier

In this whitepaper, we take a look at the 5 key things you need to look into when deciding on which business software will support your company moving forward.



✉ enquiries@orderwise.co.uk | ☎ **01522 704083** | 🌐 www.orderwise.co.uk

Wise Software (UK) Ltd, Newton Court, Saxilby Enterprise Park, Skellingthorpe Road, Saxilby, Lincoln, LN1 2LR | Registered in England: Company Reg. No. 04633298 VAT No. GB 809 0996 01



Deciding to implement a new business software system is a major decision that requires careful consideration.

Not only is it a financial investment but will require an investment in time and resource in order to implement it successfully and ultimately be the solution on which the future growth and success of the business relies.

With so much at stake companies should not take this decision lightly and undergo careful planning and research in order to ensure the right software and solution partner is found when undertaking this often confusing and daunting process.

To be certain the correct decision for your business is made and ensure implementation is as smooth as

possible, there are a number of things businesses should always consider when selecting providers and before making any final decision on their chosen solution.



✉ enquiries@orderwise.co.uk | ☎ 01522 704083 | 🌐 www.orderwise.co.uk

Wise Software (UK) Ltd, Newton Court, Saxilby Enterprise Park, Skellingthorpe Road, Saxilby, Lincoln, LN1 2LR | Registered in England: Company Reg. No. 04633298 VAT No. GB 809 0996 01

1. Define Your Requirements

Before you even begin to source potential suppliers, arrange demonstrations and obtain quotations, you first need to decide what it is you want to achieve with your new solution and the overall package required.

It may sound obvious but many businesses fail to clearly identify their needs and objectives.

- Before going into the market, make sure you have considered what you are looking for in terms of software functionality, integration, training & implementation, deployment, support, upgrades and whether monthly or outright payment is preferred.
- Make sure that all stakeholders are involved in determining the requirements, failing to involve all key staff, which may extend beyond top management level, will lead to essential needs being missed, current issues being overlooked and future requirement shortfalls.
- Identify the essentials that must be

present in a solution and those that are nice to have's then work out which will offer the most significant benefits to the business. Be sure to also consider the growth strategy in place for the business and look to identify how these will impact operations and solution requirements moving forward.

- Consider when you would ideally want to go live with a new system to fit around operations, budgets and trading peaks and troughs. Be sure to cover this with potential suppliers at the early stages. Without working this out first it is impossible to determine which solution and provider is best suited to serve the business going forward. Once

you know what you are looking for, your business will be able to gain a better insight when talking to potential suppliers which are the ones that are best suited to meeting these.



2. Ensure The Software & Supplier Match & Understand

Having identified your requirements and selected potential solutions the next step is to arrange meetings and demonstrations with the providers.

This is a crucial stage in the decision process and one which all stakeholders should be available to invest time in, enabling your company and supplier to ensure the right solution is being delivered. There a number of key questions that you should be asking yourself when meeting with and receiving demonstrations from any potential suppliers you are in discussions with:

- Has the sales person visited your premises and demonstrated an understanding of your operations, the way your business works, the challenges your company is facing and the future goals of the business?
- Do they offer the software functionality that you are looking for and if not do they have the resource and skills to successfully develop it?

- Have you been given a relevant demonstration that shows the software and how it would address your specific business needs?

Too often businesses are shown screen shots of the software or receive a generic sales demonstration and are then surprised when the software turns out to not offer the functionality that they need. Remember that through these generic demonstrations you are unable to really see how the software could work within your business. Therefore make sure that the demonstration you receive is tailored to your company and focuses on solving the issues that are specific to you, that way you can be sure that supplier fully understands the requirements of your business and how best to solve the problems you are facing.



3. Find Out What Services & Support Are Available

To make the implementation of a new software solution as simple and as seamless as possible, you need to make sure the supplier is able to provide the advice, guidance and support you need throughout the whole transition and beyond.

The best software solution is only ever going to succeed if the supplier has the resource, knowledge, experience and expertise to deliver this into the business. Failure to ensure these requirements can be provided and managed can lead to a wide range of significant issues from project delays and incorrect work flows to additional costs, lack of staff uptake and ultimately jeopardise the entire implementation. Also, although the level of support required going forward will vary from business to business, for many companies it is essential to have your chosen supplier on-hand through the initial stages of using the software so that any questions can be quickly resolved. To ensure your supplier can successfully deliver, the key questions you need to be asking are:

- How does the supplier manage and coordinate implementation projects?
- How many specialist staff does the supplier have to manage and support implementations?
- What training is offered and how is it delivered? Is it in person and specifically tailored to how your business and staff need to use the software with your data?
- How is data migration from my existing system handled and data built in to the new system?
- Is on-site assistance available pre, during and post go-live if needed?
- Does the supplier have a fully resourced, dedicated and experienced support department?
- What structure and SLA's are in place to deliver telephone, email & remote customer support?

It is vitally important that if you are looking to keep disruption to your business and additional implementation costs to a minimum, you ask these questions to help identify with your potential software suppliers what level of support and guidance they offer through the implementation process and the level of support offered going forward.



4. Do Your Research On The Supplier

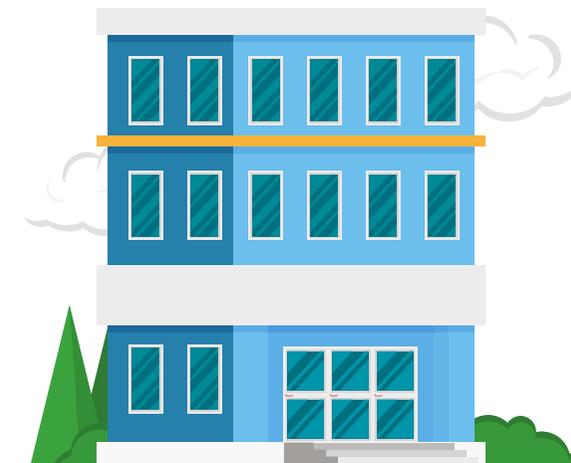
For some businesses, researching a potential software supplier simply goes as far as looking through the information available on their website and talking to one of their sales consultants.

However a software solution, isn't just about the software available. Companies can often forget that your software supplier is essentially a partner for your business, providing the systems you run your business on and to offer ongoing support, advice and new technology to better manage processes as your company grows and your requirements evolve. With this in mind you should always make a point of getting to know the company behind the software and seeing with which supplier you feel most comfortable investing your money. In order to conduct this process properly, here are a number of things you should make sure to do:

- **Visit their premises** – seems like an obvious one but many companies will often not make the trip to visit their supplier before investing with them. Visiting your supplier's premises is key as it often makes it clear for you what

resources and support are available to you going forward. How many staff do they have? How many of these are in support based, development and testing roles? What areas of the building are solely aimed at helping customers? These are the questions you need to be asking.

- **Find out about their history** – Along with finding a supplier that provides the software you need, it is equally important to ensure the company has the expertise you need. You want the peace of mind that the supplier you have chosen has vast experience in delivering software solutions. Therefore, make sure you find out how long your supplier has been operating, how the company has grown, how many solutions they implement each year and how much they invest back in to their staff and software. Continue reading on the next page >





Continue reading below >

- **Perform a company check** – You should always perform a company check to ensure the supplier you are looking into is financially stable and will be around for years to come. Companies are required to provide their company registration details on their website and marketing materials for you to check, however if you can't find this information then alarm bells should be ringing.
- **Speak to their existing customers** - Often the best way to find out if a software supplier is right for you is to speak to their existing customers. Look out for any customer case studies on their website to see if there are companies of a similar size, similar industry or with similar processes

to yourself in order to get an indication of how the software can help. Also ask potential suppliers if they are able to provide you with a reference from an existing customer that operates in a similar way to yourselves to see how the software is working for them and how they found the implementation and ongoing support provided.

By doing your due diligence and performing these tasks, you will soon have a much better idea of who your supplier is, what resources are available to you and what kind of long term business management solution is on offer.



✉ enquiries@orderwise.co.uk | ☎ **01522 704083** | 🌐 www.orderwise.co.uk

Wise Software (UK) Ltd, Newton Court, Saxilby Enterprise Park, Skellingthorpe Road, Saxilby, Lincoln, LN1 2LR | Registered in England: Company Reg. No. 04633298 VAT No. GB 809 0996 01

5. Ensure They Are Forward Thinking

The fifth and final thing you need to do when choosing a new supplier is ensure that the company is investing in developing and rigorously testing the software along with ensuring the platform the software is on and the database behind it is best of breed.

The last thing you want to do is invest into a solution that remains static and quickly becomes outdated as technology continues to advance. Also as your business grows, your requirements will change, so it is important that the solution is able to adapt to the needs of your business by supplying additional functionality.

To ensure the supplier you are investing in is forward thinking, find out what their structure is for development and what is being invested back into the product. How often is the software updated? Is there custom development available should the software not meet your exact needs now or as your business grows?

By asking these questions, you can ensure that your solution is future proof thanks to an adjustable software system from which your business can grow.



✉ enquiries@orderwise.co.uk | ☎ 01522 704083 | 🌐 www.orderwise.co.uk

Wise Software (UK) Ltd, Newton Court, Saxilby Enterprise Park, Skellingthorpe Road, Saxilby, Lincoln, LN1 2LR | Registered in England: Company Reg. No. 04633298 VAT No. GB 809 0996 01

About Us

ORDERWISE[®]

BUSINESS MANAGEMENT SOFTWARE
WEB | STOCK | ORDER | WAREHOUSE | ACCOUNTS

OrderWise is a comprehensive all-in-one business management solution, designed to help businesses across all industries, sectors and sizes drive increased productivity, accuracy and profitability into every aspect of their daily processes.

Providing extensive functionality to manage all online and offline sales channels, stock control and warehouse management, purchasing, manufacturing and accounting activities, as well as offering fully integrated responsive websites, OrderWise is

a complete solution for managing operations from end to end. OrderWise are a UK based company who develop, test, supply, implement and support their business management software from their head offices in Saxilby, and have done for almost 30 years.



OrderWise Key Facts

Companies using OrderWise nationwide	1100 +	OrderWise individual users	15,000 +
New features & functionality each year	600 +	Company founded	1991
Investments into development each year	£2 million +	Staff resources	200 +



enquiries@orderwise.co.uk | 01522 704083 | www.orderwise.co.uk

Wise Software (UK) Ltd, Newton Court, Saxilby Enterprise Park, Skellingthorpe Road, Saxilby, Lincoln, LN1 2LR | Registered in England: Company Reg. No. 04633298 VAT No. GB 809 0996 01